

CRS Process monitoring Tool Retrospective Review

REVIEWERS' NAME: 1. 2.	CRS Site:	REVIEW DATE:	
Regional Contractor is required to establish a process for retrospective reviews for all emergency services. The purpose is to manage CRS care and monitor the appropriateness of services.			
Retrospective Review- Required Process Elements	Maximum Itemized Score	Earned Score Number	Percent
1. The contractor retrospective review process must:	140		
✓ Ensure that there is adequate, qualified, professional medical staff to conduct reviews (a physician, physician assistant, nurse practitioner and/or a RN/BSN).	25		
✓ Written policy and procedure outlining retro review	20		
✓ A standard form is utilized for reviews that includes all required elements for the emergency services retro review (see attached proposed dCRSA Emergency Services Retro Review Monitoring Tool)	25		
✓ A standard criterion has been consistently used to determine CRS eligible medical necessity.	25		
✓ Staff and Medical Director annually participate in inter-rater reliability testing training.	25		
✓ Have a process for continuous education, training and monitoring	20		
2. The contractor has a process to determine <u>medical necessity</u> for all emergency services:	160		
✓ Review was conducted by a qualified and professional medical staff	25		
✓ A standard form was used for the reviews	25		
✓ Dates are clearly specified to ensure timelines were met (e.g., date services was provided, Date CRS was notified and the date of the retro review).	30		
✓ Determination of necessity of emergency service setting	20		
✓ CRS eligible diagnosis was relevant to emergency services	20		
✓ Services met the member's needs	15		
✓ Decisions on coverage and medical necessity are clearly documented	25		
OVERALL SCORE	300		

References:

- 1) AHCCCS Medical Policy and Procedure Manual 1020 d D and 560
- 2) Contract # HP 361008 Tasks 15 & 32
- 3) CRS Policy and Procedure Manual 80.404

Children Rehabilitative Services-ADHS

Division of UM/MM

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